

Phoenix Program

Process Definition – Accounts Receivable

Process	<i>Maintain Customers</i>
Process Number	<i>AR-001</i>

Description of Process

The PeopleSoft Receivable Customer database stores a variety of identifying and descriptive customer information such as:

- 1) Customer name and address
- 2) Customer processing options
- 3) Correspondence options – contacts, language, address, Remit To, Hold options
- 4) Various Customer roles

The AR development team has identified a requirement to dispense with tableset sharing so that each agency will maintain its own customer file. Agencies will also have the ability to either choose their own numbering scheme or to utilize PeopleSoft Auto-numbering functionality. A customer number cannot be duplicated.

The format of customer name and short names can be determined by agency.

The customer address panel will allow users to specify Primary, Bill To and Correspondence Addresses. Also, multiple location sequences can be established if a sophisticated address scenario exists for a particular customer.

Certain processing defaults are available in the customer setup to facilitate Receivables data entry tasks, i.e. work roles such as predefined Collector, Credit Analyst, or Currency defaults. Also, user levels, i.e. Regular, Temporary, Prospect and user-defined customer 'type' defaults are available for more effective reporting. SubCustomer qualifier defaults allow more detailed analysis of customers grouped in various ways throughout the customer database. Customer correspondence options include contact info, such as names, telephone, email details, and various correspondence address, Remit To and correspondence 'Hold' options.

Customer Roles allow a variety of groupings to be defined in order to facilitate more detailed analysis and processing of 'Corporate Customer entities', Remit from locations and correspondence locations. The AR development team has identified a requirement to use the corporate customer role to represent State Agency, Federal Government, or another outside Customer. This may assist in allowing reporting on revenues and Receivables between agencies.

Input to Process

Accurate and complete customer information is gathered and entered into the system.

Output of Process

Customer details are recorded in the database and Receivables can be recorded against it.

Service Level Agreement Required? (if yes, provide a brief description)

Phoenix Program Process Definition – Accounts Receivable

N/A

PeopleSoft Panel Groups being Used

Function	Panel Group
Use	General Information – General 1 , General 2, General 3, Address
	<p>Contacts – Contact Information 1, Contact Information 2</p> <p>If you use this panel, you are required to keep a minimum of one contact (primary contact). A contact person cannot be deselected once they have been attached to a customer. Although, if you never specified a contact person, you are not required to.</p>
	<p>Credit Profile – General, Credit Check</p> <p>This panel is informational only. It keeps up with the Customer Credit Information: Credit Class, Status, Risk, Collection Status, Collection Date, Dispute Status, Dispute Date, Dispute Amount, Credit Limit, and etc.</p>
	Bill To Customers – Selections, Option 1, Option 2, Address
	Correspondence Customers – Selections, Option 1, Option 2, Address
	Corporate Customers
	Remit From Customers
	MICR Information
	Vendor Information
	Customer Groups
	Attachments
	Messages
	Notes
Inquire	Attachments – Attaches document ID and description to a customer.
	Credit Available
	<p>Messages – Allows up to 3 messages regarding customers. Message button appears on Maintain Customers, Collect Receivables and Enter Receivables.</p>
	<p>Notes – The notes can be standard or one-time only for a specific bill. Used primarily in the Billing module.</p>
Report	Contacts by Unit (AR31004) Lists all customers and customer

Phoenix Program
Process Definition – Accounts Receivable

	contacts within a business unit.
	Contacts by TableSet (AR31003) Lists all customers and customer contacts within a TableSet.
	Customers by Unit (AR31002)Lists all customers and customer addresses within a business unit.
	Customers by TableSet (AR31001) Lists all customers and customer addresses within a TableSet.

Phoenix Program Process Definition – Accounts Receivable

Business Process Description

Process Description	Responsibility (Agency/Centralized)
<p><u>Step 1 Add a customer – General 1</u></p> <p>Enter the Business Unit and customer number (autonumber – “NEXT” or customer scheme numbering). Adding or changing customer information will immediately update the customer database. Customer name and short name are required fields. A customer is by default an ‘active’ customer – the user needs to mark the customer as inactive to prevent processing. If the customer role is Bill To, then the following fields are required: Collector, Credit Analyst, Sales Person, and Bill To Address (primary). Date added and Since will default to current date. Name 1 is the primary customer. Attach any SubCustomer information. SubCustomer can be used to group customers into a division to allow access to multiple levels of information. If a SubCustomer is going to be attached to a customer, this relationship must be created at the time the customer is added. Changes cannot be made to SubCustomers if a customer has open items. Customer Status, Level, and Type will default.</p>	Agency
<p><u>Step 2 Add a customer – General 2 – Enter Customer Roles and Group Information</u></p> <p>Indicate the type of customer you are dealing with. Most likely, the customer will be marked as Bill To customer because pending items are posted to those customers. The system automatically designates it as a Corporate Customer, Remit To Customer, and Correspondence Customer. Uncheck the Corporate Customer box to attach the correct Corporate Customer (State Agency). By entering a SetID and Vendor ID in the Customer Groupings box, you will make the link between customers and vendors. A vendor must be set up in the Accounts Payable module and attached to a customer in order to allow ‘Refund Processing’. If you chose a vendor that is already attached to another customer the system will reject the request because vendors and customers can only have a one-to-one relationship.</p>	Agency
<p><u>Step 3 Add a customer – General 3 – Summary information for parties responsible for handling this customer and Currency Defaults</u></p> <p>The required fields for Bill To customers are Collector, Credit Analyst, and Sales Person.</p>	Agency

Phoenix Program

Process Definition – Accounts Receivable

<p><u>Step 4 Add a customer – Address</u></p> <p>Enter one or more address(es) for a customer and assign descriptions to each location. If multiple addresses are used, one must be classified as a Primary address. Addresses can be classified as one or more of the following: Correspondence Address, Bill To Address, and Primary. When an agency is setting up a customer, they must assign that customer to a particular bank, which prints on customer correspondence and indicates the location that payments should be sent to. An additional customer must be established if the customer has multiple banks because a customer can only have one Remit To address and each bank is a different Remit To address. A Correspondence Address is needed for Dunning Letters, Follow-up Letters, and Statements.</p>	Agency
<p><u>Step 5 Save the Data</u></p> <p>The customer will be automatically stored on the database.</p>	Agency
<p><u>Step 6 Update/Display Customers</u></p> <p>In PeopleSoft, the user goes into the Update/Display mode to check the information on the customer or run Reports.</p>	Agency

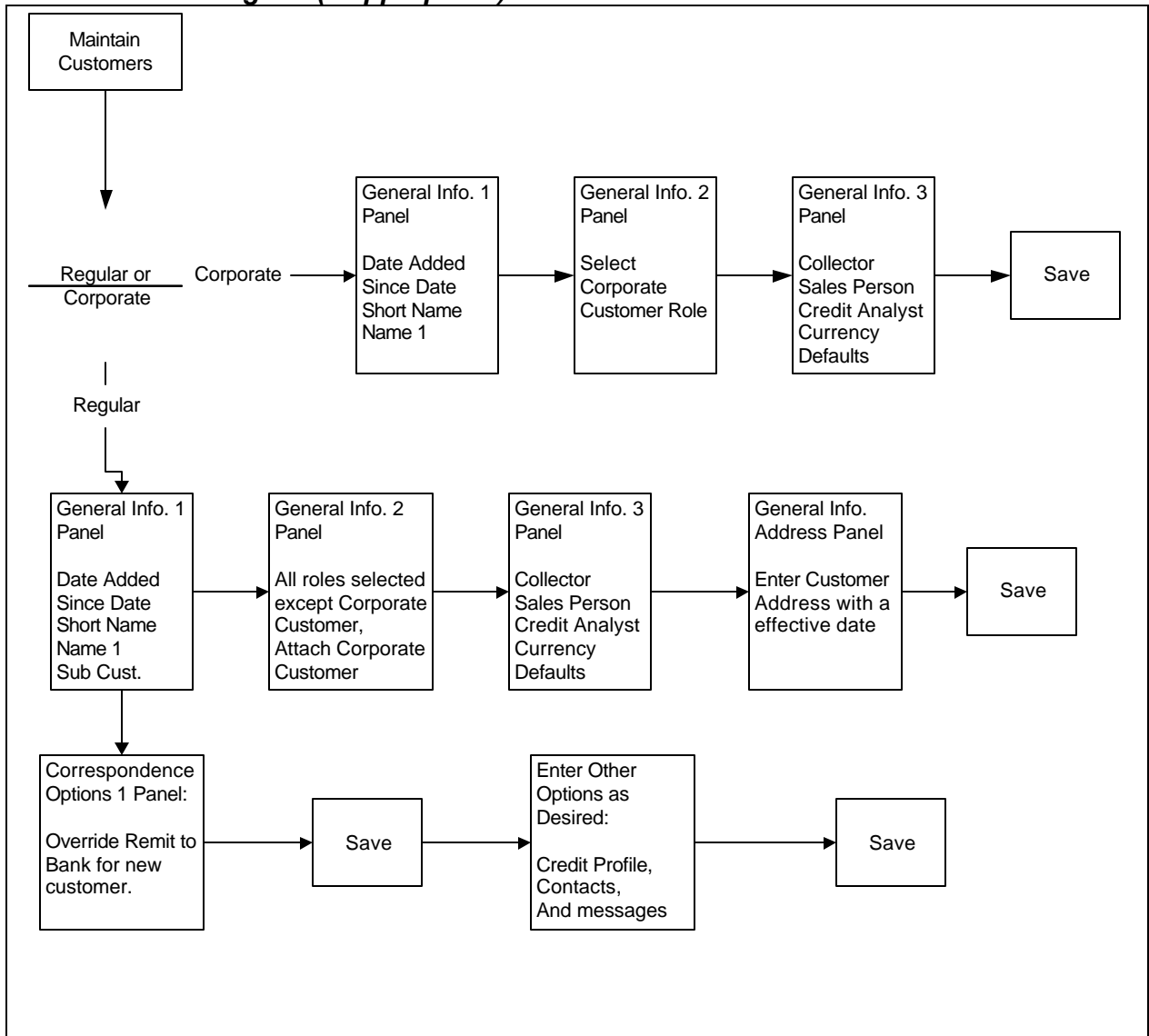
Forms Used with Process (#)

N/A

Phoenix Program

Process Definition – Accounts Receivable

Process Flow Diagram (if appropriate):



Phoenix Program
Process Definition – Accounts Receivable

Process Signoff

Tested By
Date Tested